

# Enterprise Incident Report December 2012

As of 1/2/2013

## Science Technology and Research

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Science Technology and Research	Application Services	Dustin Crump	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Capitol Desktop Support	Chad Poll	3 1	3 1
		Assigned to Individual Total	3 1	3 1
	Help Desk	Eileen Dubach	2 2	2 2
		Assigned to Individual Total	2 2	2 2
	Metro A Help Desk	Ed Conrad	1 1	1 1
		Edward Fortner	1 1	1 1
		Assigned to Individual Total	2 2	2 2
	Metro B Help Desk	Todd Manning	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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		Low	FCR Total
Science Technology and Research	Assigned Group Total	9 5	9 5
Customer Company Total		9 5	9 5

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Science Technology and Research	Application Services	Dustin Crump	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Capitol Desktop Support	Chad Poll	3 0	3 0
		Assigned to Individual Total	3 0	3 0
	Help Desk	Eileen Dubach	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Metro A Help Desk	Ed Conrad	1 0	1 0
		Edward Fortner	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro B Help Desk	Todd Manning	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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		Low	MIR Total
Science Technology and Research	Assigned Group Total	9 0	9 0
Customer Company Total		9 0	9 0

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Science Technology and Research	Application Services	Dustin Crump	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Capitol Desktop Support	Chad Poll	3 0.23	3 0.23
		Assigned to Individual Total	3 0.23	3 0.23
	Help Desk	Eileen Dubach	2 0.41	2 0.41
		Assigned to Individual Total	2 0.41	2 0.41
	Metro A Help Desk	Ed Conrad	1 0.00	1 0.00
		Edward Fortner	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Metro B Help Desk	Todd Manning	1 0.00	1 0.00

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			Low	ATTIR Total
Science Technology and Research	Metro B Help Desk	Assigned to Individual Total	1 0.00	1 0.00
	Assigned Group Total		9 0.17	9 0.17
Customer Company Total			9 0.17	9 0.17

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## Science Technology and Research

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Science Technology and Research	Application Services	Dustin Crump	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Capitol Desktop Support	Chad Poll	3 0	3 0
		Assigned to Individual Total	3 0	3 0
	Help Desk	Eileen Dubach	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Metro A Help Desk	Ed Conrad	1 0	1 0
		Edward Fortner	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro B Help Desk	Todd Manning	1 0	1 0
		Assigned to Individual Total	1 0	1 0

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		Low	MR Total
Science Technology and Research	Assigned Group Total	9 0	9 0
Customer Company Total		9 0	9 0



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## Science Technology and Research

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Science Technology and Research	Application Services	Dustin Crump	1	1
		Assigned to Individual Total	1	1
	Capitol Desktop Support	Chad Poll	3 0.30	3 0.30
		Assigned to Individual Total	3 0.30	3 0.30
	Help Desk	Eileen Dubach	2 0.49	2 0.49
		Assigned to Individual Total	2 0.49	2 0.49
	Metro A Help Desk	Ed Conrad	1 0.00	1 0.00
		Edward Fortner	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Metro B Help Desk	Todd Manning	1 0.37	1 0.37

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			Low	ATTR Total
Science Technology and Research	Metro B Help Desk	Assigned to Individual Total	1 0.37	1 0.37
	Assigned Group Total		9 0.28	9 0.28
Customer Company Total			9 0.28	9 0.28

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### Detail

<b>INC000000607158</b>	Breanne Johnson Application Services	Mobile Devices Dustin Crump	Error Science Technology and Research	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000615451</b>	Justin Berry Help Desk	Application Eileen Dubach	None Science Technology and Research	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	0.82 0.98
<b>INC000000618165</b>	Ronda Robbins Jones Metro A Help Desk	Application Ed Conrad	Error Science Technology and Research	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000620165</b>	Ronda Robbins Jones Metro A Help Desk	Network Edward Fortner	Password Science Technology and Research	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000620219</b>	Ronda Robbins Jones Capitol Desktop Support	None Chad Poll	None Science Technology and Research	None Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.28
<b>INC000000620841</b>	Amie Richards Metro B Help Desk	None Todd Manning	None Science Technology and Research	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.37
<b>INC000000622047</b>	Ronda Robbins Jones Capitol Desktop Support	None Chad Poll	None Science Technology and Research	None Low	Resolved	TIR Missed: No TTR Missed: No	0.58 0.62
<b>INC000000622174</b>	Ronda Robbins Jones Help Desk	Server Eileen Dubach	None Science Technology and Research	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000627650</b>	Scott Bishoff Capitol Desktop Support	None Chad Poll	None Science Technology and Research	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00